TRAIN DATABASE CLEANUP GUIDE

TRAIN Database Cleanup Guide

TABLE OF CONTENTS

About the guide 3

Maintaining a clean TRAIN database. 3

Using this guide. 3

Reviewing open actions. 4-9

Appendix A: Common questions and answers. 10-11

Appendix B: Guidance for managers of multiple groups. 12

Appendix C: Determining if a user has a TRAIN account. 13-15

Appendix D: Generating a TRAIN History report. 16-18

Appendix E: Generating a hard copy 1556. 19-22

Notes: 23

TRAIN Database Cleanup Guide

ABOUT THIS GUIDE

The TRAIN database cleanup guide is designed to assist users identify, track and process open TRAIN actions. The handbook is designed for training coordinators, Civilian Personnel Operations Centers (CPOCs), Civilian Personnel Advisory Centers (CPAC), managers and others interested in improving the quality and performance of the TRAIN database.

MAINTAINING A CLEAN TRAIN DATABASE

It is important that the TRAIN users periodically review the database to ensure that actions are fully processed. Non-processed, or "open actions", take up valuable space in the system. Large numbers of open actions slow down the software. By regularly checking open actions, users can help ensure that legitimate TRAIN requests are processed and unneeded ones are deleted. The end result is a more accurate database and faster response times!

USING THIS GUIDE

Every effort has been made to ensure this guide is easy to use. Where possible, actual screen shots are provided. Circled numbers correspond with instructions to assist users locate and complete each step. Please send comments, suggestions or corrections to this guide to HeathJ@asamra.hoffman.army.mil

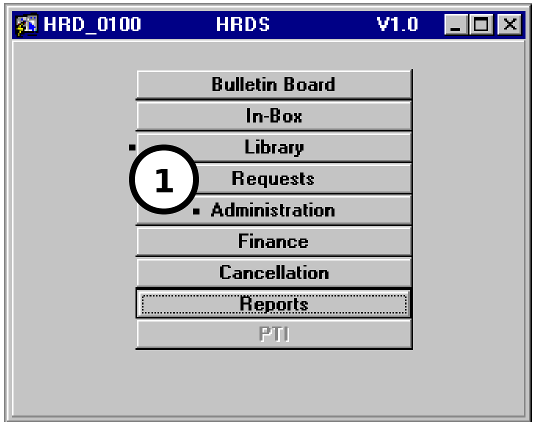
TRAIN Database Cleanup Guide

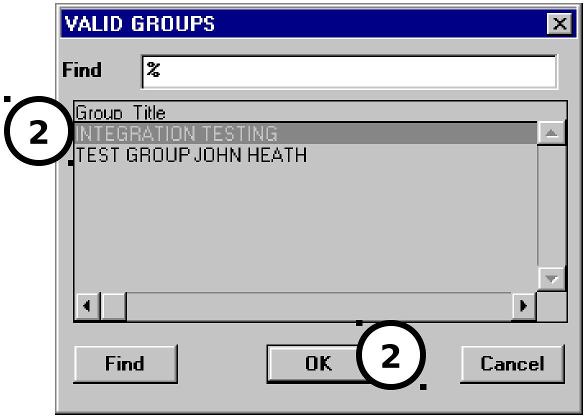
REVIEWING OPEN ACTIONS

1. From the TRAIN main menu, click on the REQUESTS button.

2. If you are a member of more than one group, select the appropriate group then click OK

(Note: only users who are members of multiple groups will see this menu).



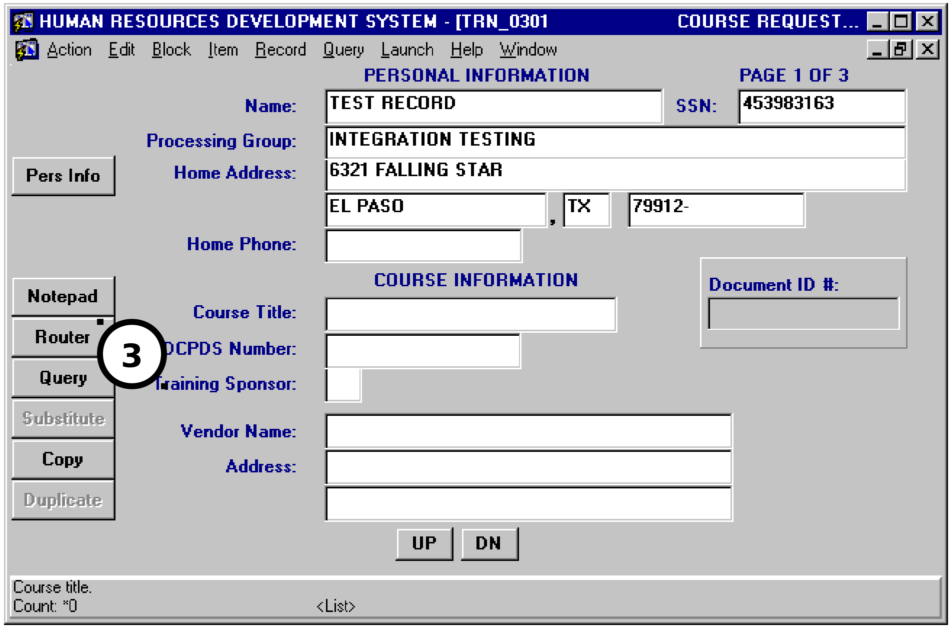


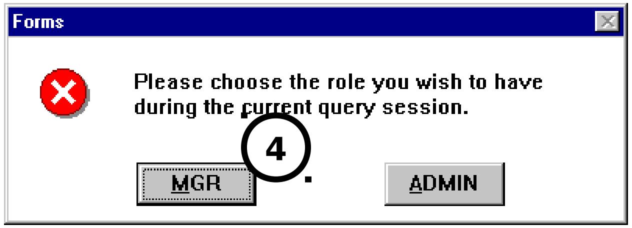
TRAIN Database Cleanup Guide

3. Click on the QUERY button found on the left hand side of the request screen.

4. If you are a TRAIN Administrator, click on the MGR button (this will limit the query to just your processing group). Users who are not TRAIN Administrators will automatically be advanced to step 5.

(Note: If you are a TRAIN Administrator that manages multiple processing groups, see appendix B for additional guidance).



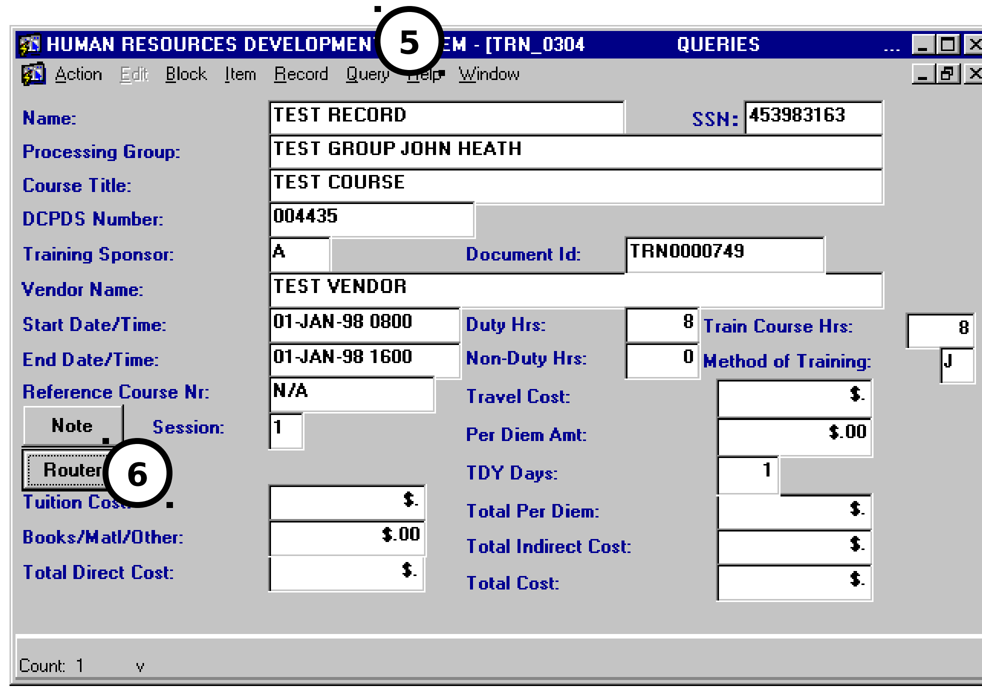


TRAIN Database Cleanup Guide

(Note: it may take several minutes for the QUERIES screen to appear.)

5. Click QUERY then EXECUTE. The first open action for the processing group will appear. Open actions are items that are not fully processed.

(Note: If you have no open actions a message will be displayed at the bottom of the screen indicating that the "query caused no records to be retrieved". This means that you have no active training requests in the system. Skip to step 14 for instructions on how to exit the system.)



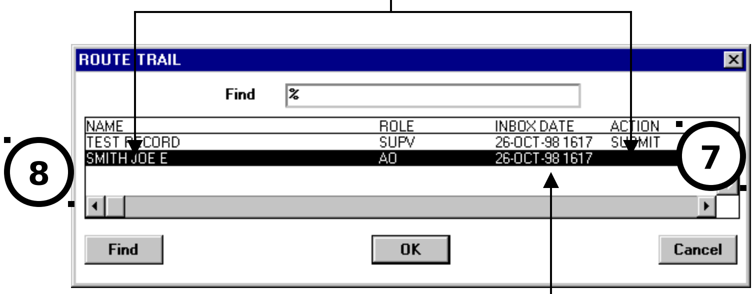
6. To view where the action is in the approval process click on the ROUTER button.

7. A screen will be displayed that identifies the action’s approval status. If there is a blank space in the ACTION column, then the action has not been fully approved.

8. If the action has not been fully approved, you can determine its location by looking at the name listed to the left of the “blank” action.

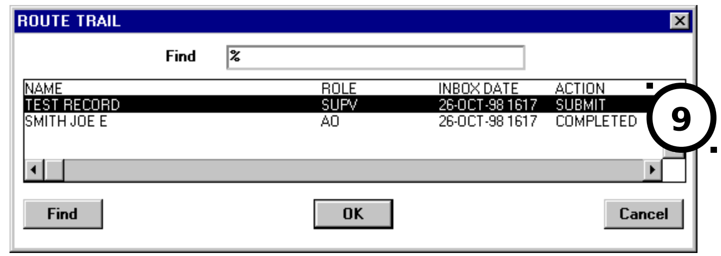
In the example shown, there is a blank space to the right of Joe Smith’s name. This indicates that the action is currently in Mr. Smith’s inbox. The inbox date indicates the date that the action was sent to Mr. Smith.

The action column is blank indicating that this person has the action.



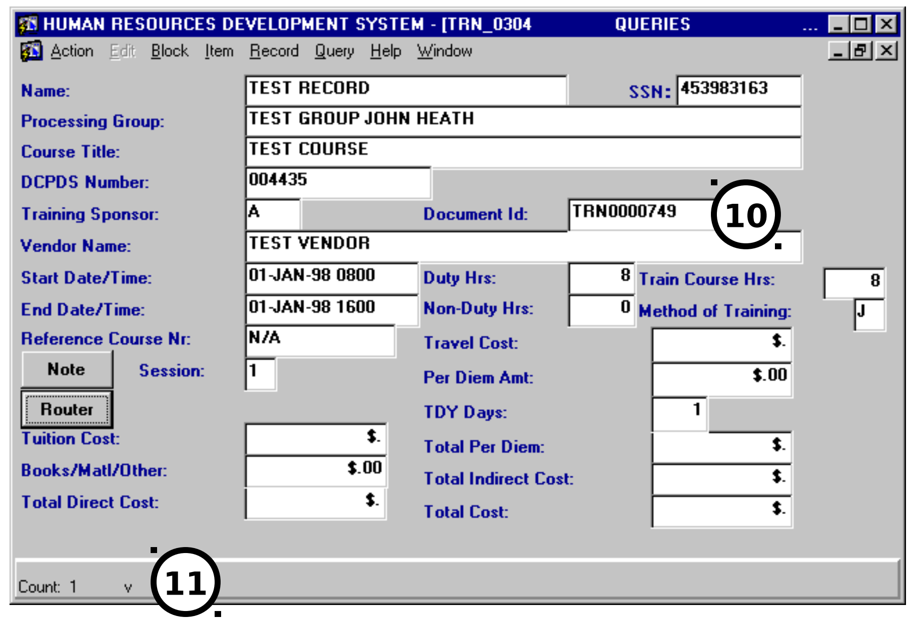
The inbox date identifies when the individual received the action.

TRAIN Database Cleanup Guide



9. If an action is approved, but not fully processed then the word COMPLETED appears under the ACTION column. This means the action is in the employee's/ group manager's inbox or it is corrupt and cannot be processed.

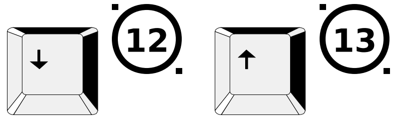
(Note: if the action is approved and the course completion date has passed, it should be in the employee's or group manager's TRAIN inbox. If it is not, the action is likely corrupt.)



10. If the action is corrupt, annotate the document ID. Report this information to the region help desk who can delete the entry. If necessary, the training coordinator or employee can resubmit the request in TRAIN. Appendix E identifies how to print a 1556 to assist with this process.

11. If you have more than one open action a 'v' symbol will be displayed at the bottom of the QUERIES screen.

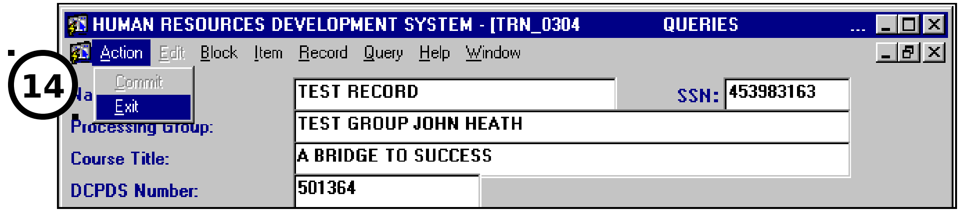
TRAIN Database Cleanup Guide



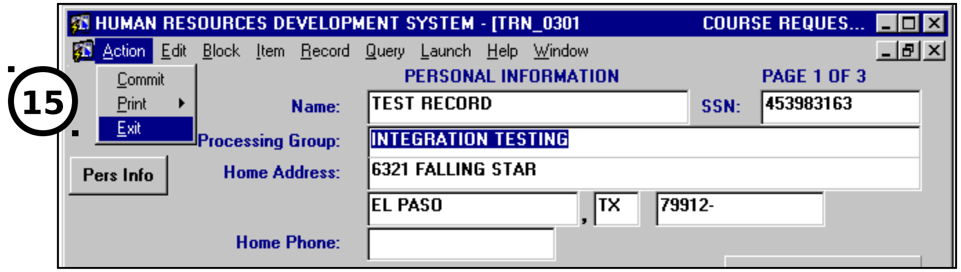
12. To view additional open actions press the down arrow on your keyboard.

13. To view previous open actions press the up arrow on your keyboard.

(Note: repeat steps 6-11 to determine the status of additional open actions).



14. To exit the QUERIES screen, click on ACTION then EXIT.



15. To exit the COURSE REQUEST screen, click ACTION then EXIT.

APPENDIX A: Common Questions & Answers.

1. QUESTION: What will happen if I don't clean up my TRAIN actions?

ANSWER: The TRAIN database will continue to grow in size. Genuine actions may not be fully processed and response times are adversely effected.

2. QUESTION: I am the group manager. What if the action is "completed" but it is not in my TRAIN inbox?

ANSWER: If the employee has a TRAIN account, the action is likely in the employee's TRAIN inbox. Appendix C explains how TRAIN ADMIN users can identify if an employee has a TRAIN account. If all route steps have been "COMPLETED" and the action it is not in the employee's or group manager's inbox, it is corrupt and needs to be deleted.

3. QUESTION: Why would I be unable to process an action?

ANSWER: Actions may become unprocessable or "corrupt" for a variety of reasons. Some of the most common are:

- the request has been affected by a software change.
- a member of a group's approval chain has permanently left the organization before the request was fully processed.
- A course library entry was deleted before all actions were processed.
- The last registration date entered in the course schedule expired before the request was fully processed.

4. QUESTION: I have several open actions for the same request, what should I do?

ANSWER: Process the most accurate action. Have any others deleted.

APPENDIX A: Common Questions & Answers (Continued).

5. QUESTION: Why do multiple actions occur?

ANSWER: Multiple actions result from users inputting request more than one time. Sometimes this is done by mistake. Other times an action has to be re-entered because the original action became corrupt.

6. QUESTION: Who do I need to contact to delete an action?

ANSWER: You should contact your region help desk. Provide them with the document ID of the request(s) you wish to have deleted.

7. QUESTION: Why can't I delete my own actions?

ANSWER: The delete feature requires a user to have access to restricted portions of the software. Because of this, the feature can not currently be delegated outside of the civilian personnel operations center.

8. QUESTION: How will I know when a request has been deleted.

ANSWER: Repeat the steps described in the "reviewing open actions" section of this guide. Once a request has been deleted by the region help desk, it will no longer be displayed on the query screen.

9. QUESTION: If I delete an action, does it need to be resubmitted?

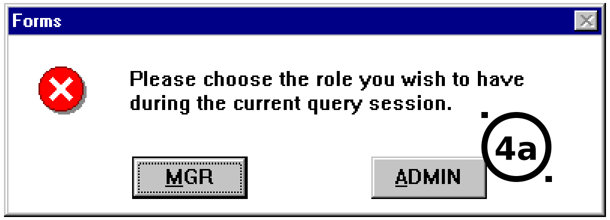
ANSWER: If the request was not fully approved or was not credited to the employees training history, it should be resubmitted. The TRAIN history report or the regional application training area can tell you if the action was credited to an individual's training records. For guidance on running a TRAIN history report, see appendix D.

APPENDIX B: Guidance for managers of multiple groups.

If you are a manager of multiple groups, you will want to check each group for open actions. To do this, follow steps 1-3 from the main portion of this guide. Then proceed as follows:

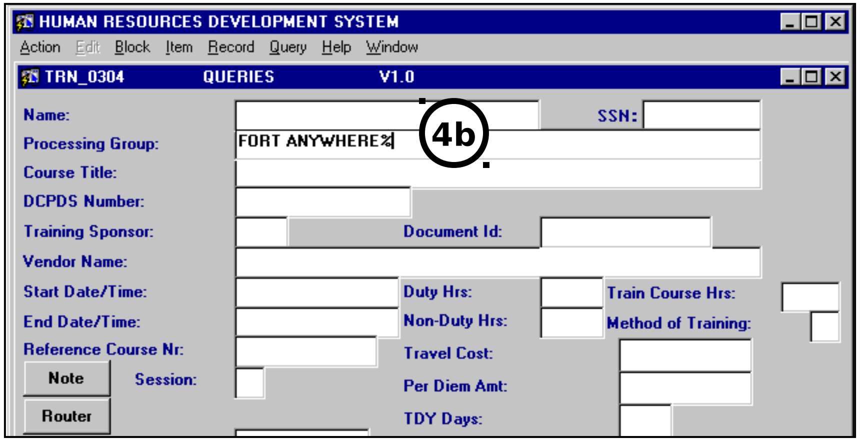
4a. Click on ADMIN.

(Note: it may take several minutes for the QUERIES screen to appear.)



4b. Enter the name of the group you wish to review open actions for in the PROCESSING GROUP block.

(Note: a percent sign '%' may be substituted for unknown information).

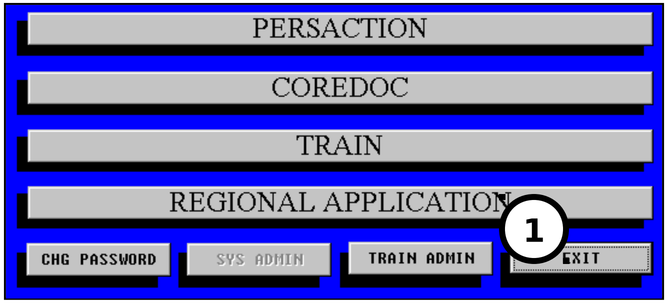


4c. Return to step 5 on page 6.

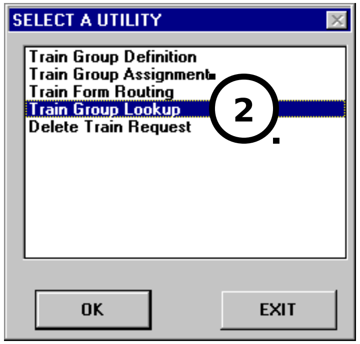
APPENDIX C: Determining if a user has a TRAIN account.

The following steps describe how a TRAIN ADMIN user can identify if a group member has a TRAIN account. A user has TRAIN ADMIN privileges if the TRAIN ADMIN button text (located on the main Functional Process Improvement screen) is black. TRAIN ADMIN privileges can be granted through your region help desk.

1. Click on TRAIN ADMIN button.

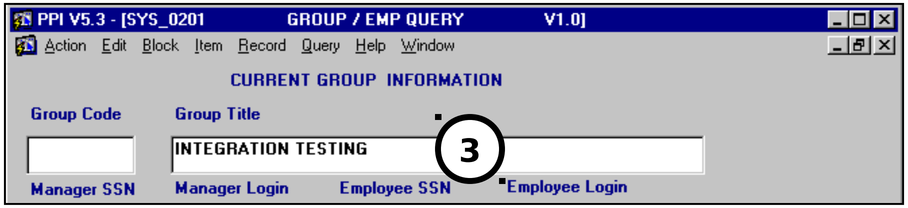


2. Click on TRAIN GROUP LOOKUP.

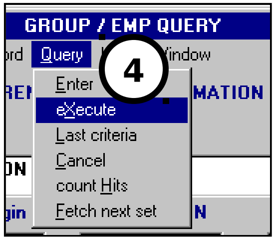


TRAIN Database Cleanup Guide

3. Enter the name of the group you are reviewing actions for in the GROUP TITLE block.



4. Click QUERY then EXECUTE.



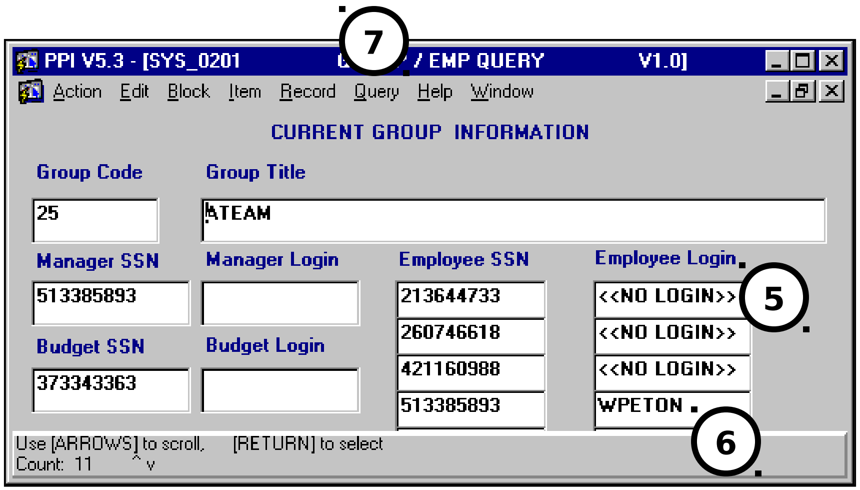
TRAIN Database Cleanup Guide

5. Users without a TRAIN account have the words <<NO LOGIN>> displayed next to their social security number.

6. Users with a TRAIN account have their employee login displayed next to their social security number.

7. Click QUERY then ENTER to clear the screen.

8. Repeat steps 3 - 6 to view additional groups or continue clicking ACTION then EXIT to return to the main FPI screen.

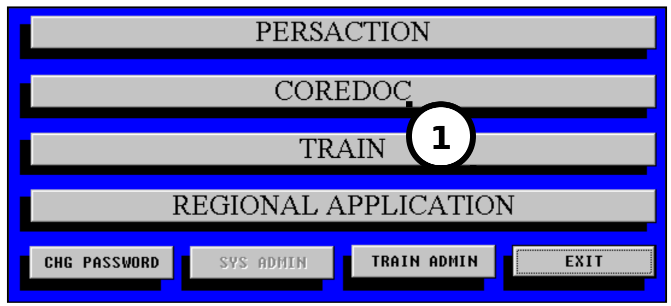


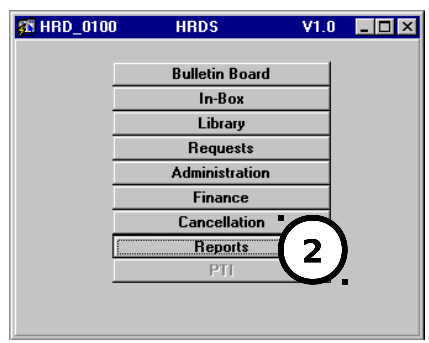
APPENDIX D: Generating a TRAIN History report.

The following steps describe how to run a TRAIN history report for an organization. Additional information on TRAIN reports can be obtained from the users guide available online at: http://www.afpc.af.mil/tab/c_docs.htm

1. Click on TRAIN.

2. Click on REPORTS.





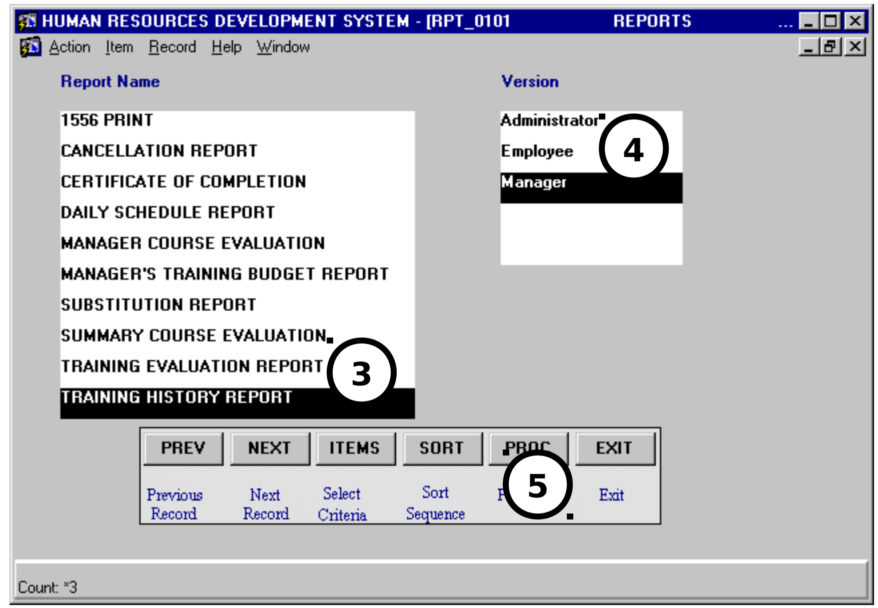
TRAIN Database Cleanup Guide

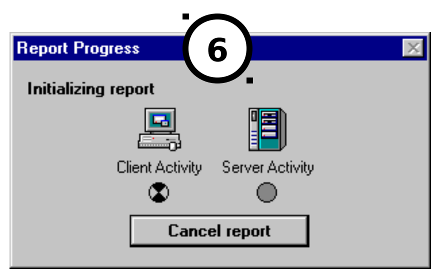
3. Click on TRAINING HISTORY REPORT.

4. Click on MANAGER version (this will display all requests that have been initiated or worked on by the group manager).

5. Click on PROC.

6. The REPORT PROGRESS menu will be displayed until all report data has been retrieved.





TRAIN Database Cleanup Guide

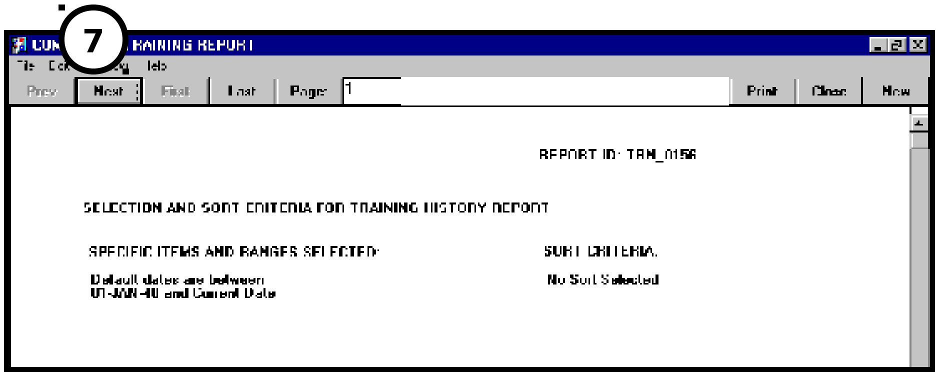
7. Click on NEXT to view the first page of data.

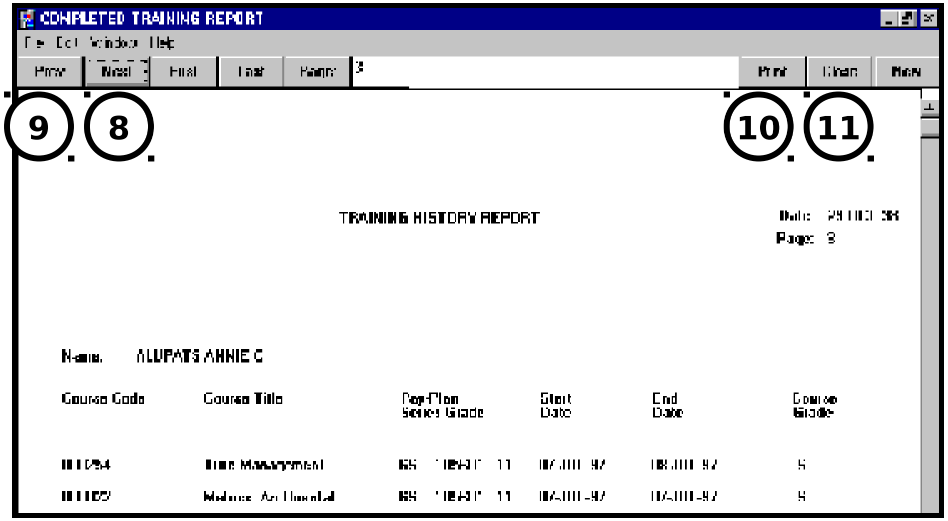
8. Click on NEXT to view additional pages of the report (if applicable).

9. Click on PREV to view previous pages of the report (if applicable).

10. Click PRINT then OK to produce a hard copy of the report.

11. Click CLOSE then EXIT to return to the TRAIN main menu.



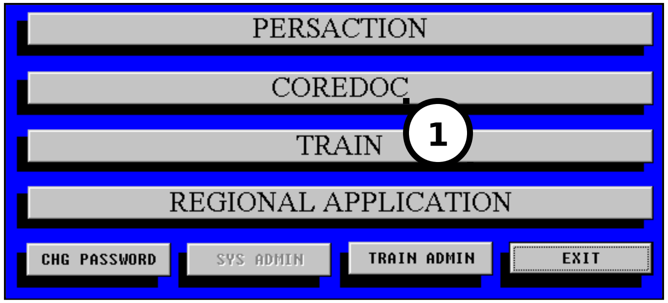


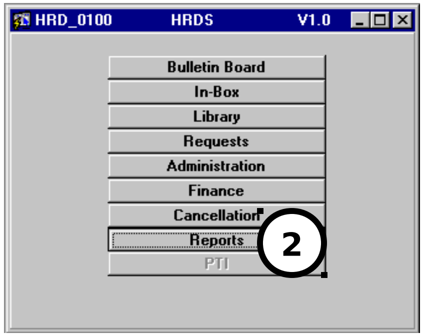
APPENDIX E: Printing a Hardcopy 1556.

The following steps describe how to print a Department of Defense form 1556 (Request, Authorization, Agreement, Certification of Training and Reimbursement).

1. Click on TRAIN.

2. Click on reports.



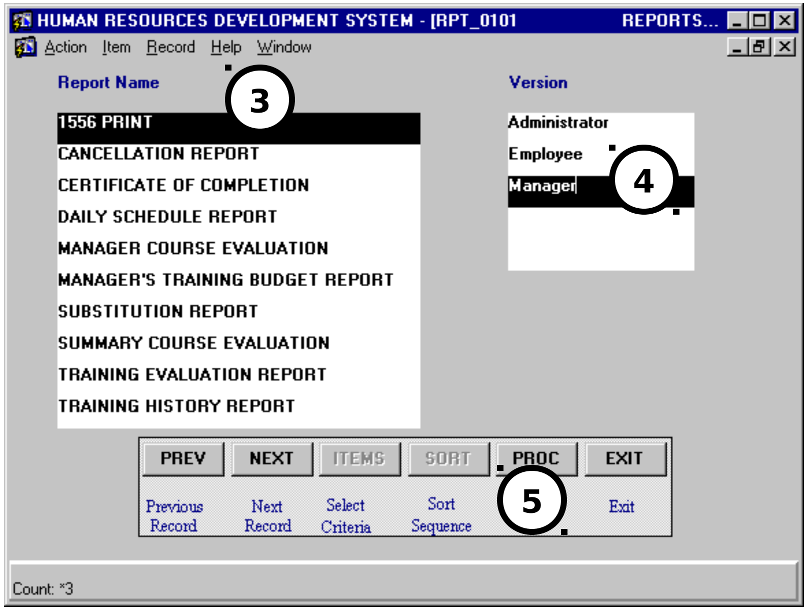


TRAIN Database Cleanup Guide

3. Click on 1556 PRINT.

4. Click on MANAGER version (this will display all requests that have been initiated or worked on by the group manager).

5. Click on PROC.

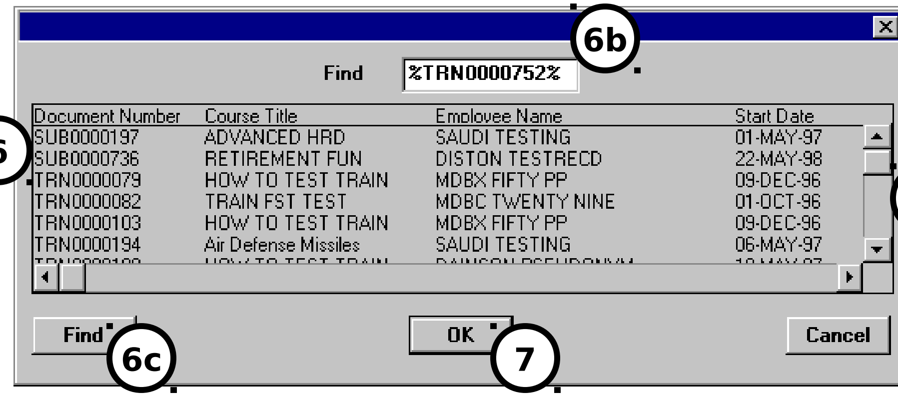


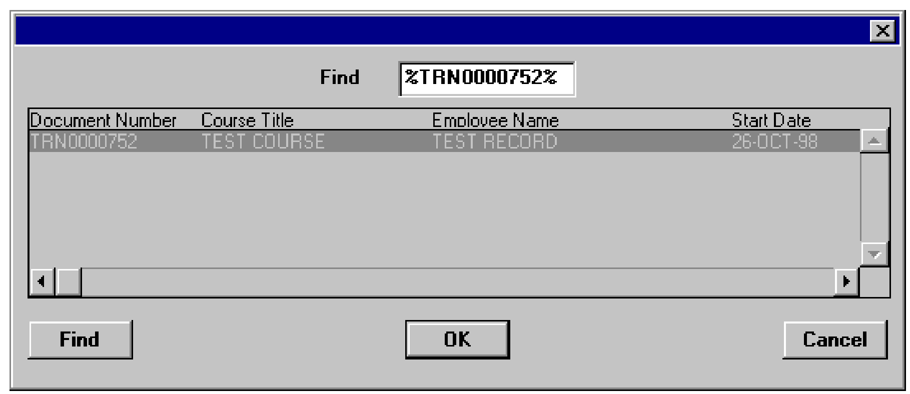
TRAIN Database Cleanup Guide

6. Click on the course entry that you wish to print.

Note: if there are numerous entries, use the scroll bar to view additional items (6a). You may also enter identifying information, such as the course document number, in the find box. Include percent signs before and after this information (6b). Then click FIND (6c).

7. Click OK.



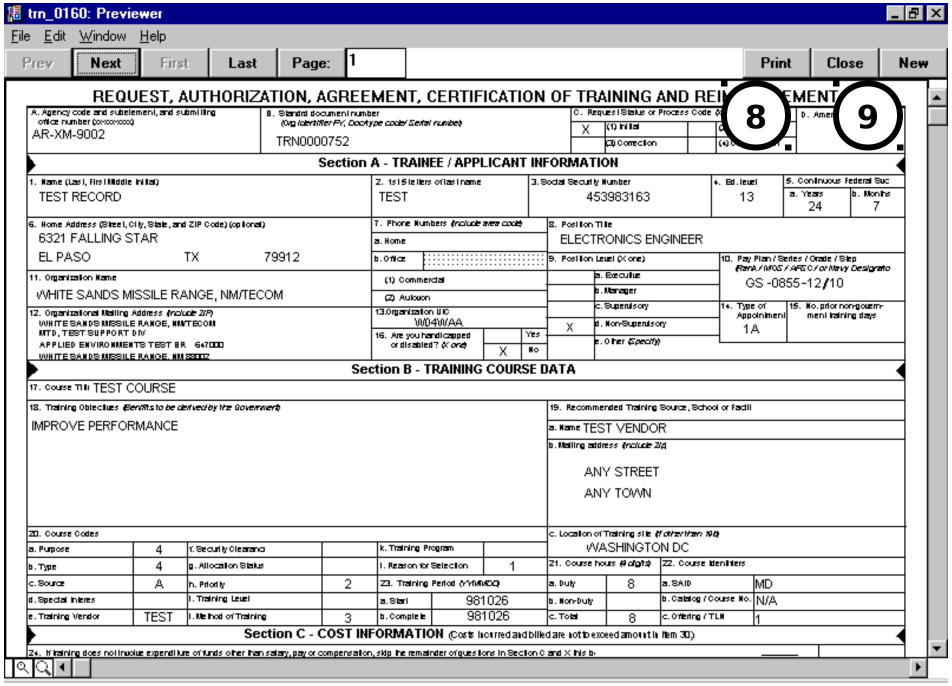


Using the find option can help users quickly identify a specific entry.

TRAIN Database Cleanup Guide

8. Click PRINT then OK to generate a hard copy of the document.

9. Click CLOSE then EXIT to return to the main TRAIN menu.



NOTES: